



**Position:** Shelter Associate - Overnight  
**Department:** Shelter  
**Status:** Full Time, 1-year contract  
**Primary Work Location:** 346 Spadina Ave

**POSITION SUMMARY:**

**The Shelter Overnight will be based in the shelter at 346 Spadina Ave. and will report to the Overnight Team Leader or PIC.**

**Position Responsibilities:**

- Handle referrals, respond to emails, phone calls, complaints or other correspondences in a timely and responsible manner; be available at intake office
- Work within a team to provide a warm, welcoming environment for the overnight clients.
- Provide client support as directed to assist clients with various needs including laundry, shower, drop-in service etc.
- Respond to crisis in a swift and calm manner, de-escalate and resolve conflicts; Make work notes and fill out incident reports
- Follow Overdose protocols and procedures
- Act as building security at the beginning and end of each shift; monitor all entrance to ensure safety
- Ensure guests are safe and are accounted for at all times
- Technical troubleshooting (CCTV, Ismv, DSC alarm)
- Oversee dining room and kitchen set up, clean up and meals/snacks distribution.
- Continue ongoing training as recommended by Shelter Manager
- Attend bi-weekly Shelter staff meetings
- Support Team Leader with Covid19 protocols, including but not limited to, cleaning and sterilizing common areas
- Receive Donations
- Monitor inventory supplies
- Fill in as backup staff during cold weather alerts
- Other duties as assigned

**Required Experience and Education:**

- Relevant support care experience
- Minimum education level: completion of college diploma in social work or related field
- Familiar with Microsoft Office Suite (Dynamics, Excel, Word)

- Current First Aid/CPR level Certificate, Naloxone, AODA, Toronto Shelter Standards, SMIS, IPAC
- Current CPI training and Food Handling training
- Ability to travel to other TSM facilities to support programs as needed
- Previous security experience an asset
- Excellent communication skills, ability to speak other languages an asset
- Superior conflict resolution and problem-solving skills, ability to deal with crisis situations
- Ability to respond to crisis/potential crisis quickly
- Dependable and alert, ability to monitor the shelter with minimal supervision
- Able to work nightshifts and weekends, flexibility for shift rotations

A combination of education and experience that demonstrates the ability to perform the responsibilities of this position may be considered in lieu of stated education and experience requirements.

**Interested applicants are invited to apply with a copy letter and resume: [careers@scottmission.com](mailto:careers@scottmission.com)**

The Scott Mission welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. **Employment is conditional to results of Police Reference Check and satisfactory reference.**